

## Maintenance Charges Policy

Properties owned or managed by the Housing Authority of the Town of Glastonbury, unlike private apartment complexes, charge below market rents for its residents. This allows you to pay a rent that is affordable for your income.

For the most part, your rents pay for all the expenses incurred to manage and maintain the property you live in. Only Welles Village and the Hebert T Clark Congregate receive a subsidy to support the operations. So, it is accurate to say that you, as a resident, pay for the maintenance of your community.

However, because we do not charge a full market rent, we cannot absorb all the costs, particularly maintenance costs for items needing repair for reasons other than normal wear and tear. We also do not think it is fair that if avoidable damage occurs with one resident, that all the other residents should have to pay that bill. In other words, if your neighbor breaks his or her own window or screen door, why should you be required to pay for it?

Consequently, we charge those residents who damage or allow their apartments to be damaged for the maintenance cost. A charge list is posted in the main office, which includes the most common charges. Other charges which happen on a less frequent basis or where costs fluctuate due to market conditions and cannot be accurately estimated are charged on a "time and materials" basis. Copies of the actual bills, in these cases, can be provided with your billing statement.

If you have a charge, you should make arrangements to pay it as soon as possible. Larger bills may be paid over a period if time, if you have a good payment history with the housing authority.

Please note that we make every effort to separate maintenance items that are routine (which we DO NOT charge for), and maintenance items due to damage (which we DO charge for). As a rule, if it is an item which can be avoided (such as breakage or neglect), it likely will be charged. On the other hand, if it is strictly due to wear and tear, then it will not be charged. While we do inspections annually, we encourage residents to report all maintenance items as soon as possible. By doing so, you eliminate the possibility of a repair becoming larger. If you don't report damage in your unit and the damage gets worse over time, a small maintenance charge reported early may become a larger charge later. For example a water leak probably would not be charged, but if it was allowed to leak for a long period and it damaged the floors, you would be liable for the damage to the floors, since a timely call could have avoided the damage in the first place.

Understand we are not doing this to punish or penalize you in any way. We want to provide you with the very best service we can, and we can't do this by subsidizing needless repairs. With your help, your apartment will be a pleasant, comfortable and enjoyable place for you and your family.